

Keesler Medical Center Clinics and Services

Enrolling in the Keesler Hospital

You may enroll or transfer your TRICARE Prime enrollment to Keesler Medical Center by visiting www.Tricare.mil/enroll or call 1-800-444-5445. Following are other useful numbers you may need:

TRICARE Operations Patient Administration (TOPA) Flight

Admission & Dispositions: Open 24 hours a day. 376-4722/376-4730

Outpatient Records: 7 a.m. - 5 p.m. Monday-Thursday, 7 a.m - 4 p.m. Friday).
376-4744

Release of Medical Information: 376-4735; Fax 376-0110

Inpatient Records: 7 a.m.-5 p.m. (closed on non-training Fridays).
376-3144/376-4385/376-5347

Making an appointment

TRICARE Prime beneficiaries enrolled to the Keesler Hospital may use the 1-800-700-8603 or 376-CARE (2273) appointment line to book or cancel appointments and leave telephone consults for their primary care managers.

The appointment line is open from 6 a.m.-6 p.m. Monday-Friday; they are closed on weekends and federal holidays and AETC family days. Active-duty personnel may begin calling at 5 a.m. Monday-Friday to meet their appointment needs. All other beneficiaries can call the appointment line to book appointments at 6 a.m. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

Active-duty members with acute medical problems may call the Nurse Advice Line at 1-800-874-2273, option 1, for home care advice. For appointments for acute medical problems, active duty call appointment line, 1-800-700-8603 or 376-CARE (2273) (5 a.m. Monday-Friday) and identify that you have an acute medical problem to be booked that day. You may also access TRICARE Online, www.tricareonline.com, 24/7 to book an appointment.

CLINICS AND SERVICES

NOTE: Parking is available in the lot in front as well as the west side of the main hospital building. Handicapped parking is located just to the west of the Outpatient Clinic Entrance.

Hospital Clinic Hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. training Fridays. The Family Medicine, Internal Medicine and Pediatric Clinics see patients 7 a.m.-4 p.m. on non-training Fridays. Clinics normally are closed for Warrior Day training from 11 a.m.-5 p.m. the second Thursday of each month, as well as federal holidays and command-directed family days.

KEESLER HOSPITAL CLINICS, SERVICES (A-M)

Admission & Dispositions Located in room 1A222 in the TRICARE Services office. Open 24 hours a day. Phone number is 376-4722.

Adult Endocrine Services Located on the first floor in the Medical Specialties Clinic (1F100). Currently treating all active duty military and TRICARE Prime beneficiaries with endocrine problems. Treatment in the Endocrinology Clinic is initiated only after primary care manager or subspecialist referral. Patient care hours are from 8 a.m.-4 p.m. on regular duty days.

Audiology Clinic Located in the ENT Clinic on the ground floor, near the outpatient clinic entrance. Referrals are required for audiology appointments and hearing evaluations for all ages. Hearing aids for active military only (to include reservists and ANG). The retiree hearing aid purchasing program is not accepting new clients at this time.

Base Operation Medical Cell (BOMC) Located on the ground floor (GG400) opposite Immunizations. Office hours are 7 a.m.-5 p.m. Monday, Tuesday and Thursday; 7 a.m.-2 p.m. Wednesday; and 7 a.m.-3 p.m. Friday.

Deployments - Call 376-5630, 376-2662 or 376-3163 (DSN 591). For questions or concerns, contact 376-3163 (DSN 591)

Fly PHA (If currently on flying status) - Call 376-3280 to schedule. The following requirements must be completed prior to appointment:

- Web HA on <https://afwebha.afms.mil>
- Audiogram at Public Health
- Immunizations

Additional requirements will be determined when appointment is scheduled.

Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday.

Annual Fire Fighter / Occupational physical - Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday.

Pre-Employment physicals - Appointments available at 8:30, 9:30 or 10:30 a.m. Monday and Wednesday. Bring in Certificate of Medical Examination paperwork to appointment.

Patients for all the above physicals must arrive one hour prior to appointment time and must bring corrective lenses if prescribed.

Separation / Retirement physicals - Appointments available during clinic hours. Complete DD Form 2697 prior to appointment.

Preventative Health Assessment (PHA) - ARE YOU MEDICALLY READY?
CHECK YOUR STATUS AT: <https://imr.afms.mil/imr/MyIMR.aspx>

HRR - Web Health Assessment (Web HA) (Part 1)

Preventive Health Assessment (PHA) (Part 2)

Part 1: Complete AF WEB HA, link below

<https://afwebha.afms.mil/home.asp?ScreenX=1440&ScreenY=655>

Part 2: Schedule Appointment

Call Base Operational Medicine Cell (BOMC) at 376-2662, 376-3163 or 376-3809 for Fly PHAs. For non-fly PHAs, call the central appointment line at 1-800-700-8603

Medical Standard Management Element - 469 (Profiles), 422, stateside PCS clearances (signing you off in virtual), overseas clearance, retraining, security clearances, special duty clearances (Ensure all paperwork is brought in from AFPC-generated email or from Virtual. Also ensure all necessary verbiage is documented before leaving the office.)

Blood Donor Center Located in the Arnold Medical Annex, behind the Meadows Drive tennis courts. The Keesler AFB Blood Donor Center's mission is to support the Armed Services Blood Program to collect, process, store, distribute and transfuse blood worldwide in times of peace and times of war. Hours of operation are 8 a.m.-4 p.m. Monday-Friday. Depending on blood types needed, walk-ins and appointments are accepted. Please visit the Blood Donor Center Web Site to make an appointment or for more information at <http://www.militaryblood.dod.mil/KeeslerAFB/contact.aspx>

Cardiology Clinic Located on the second floor, Room 2A245. Referrals are required to be seen in the clinic. Cardiac Catheterizations are done at the Keesler Medical Center. A referral from the PCM is required. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday (Exceptions -"Warrior Training," second Thursday of every month); clinic hours 7 a.m.-12 p.m and "Fit to Fight," the first training Friday of each month; clinic hours 8:30 a.m.-4 p.m.) Closed on non-training Fridays, weekends and holidays.

Cardiology-Vascular Clinic located on the second floor, Room 2A245. A referral is needed to obtain provider care. Cardiac Catheterizations are performed at the Keesler Medical Center. A referral from the PCM and a consultation with a cardiologist is required. Hours of operation are 7 a.m.-5 p.m. on Wednesdays.

Chiropractic Clinic Located in the medical center's Back Bay Tower on the first floor across from Physical/Occupational Therapy. DOD states this is **ACTIVE DUTY ONLY** providing quality, timely, conservative chiropractic care. The clinic is manned by a civilian chiropractor and technician. Chiropractic gives special attention to the physiological and biomechanical aspects including structural, spinal, musculoskeletal, neurological, vascular, nutritional, emotional and environmental relationships. Specifically includes the adjustment and manipulation of the articulations and adjacent tissues of the human body, particularly of the spinal column. Included is the treatment of intersegmental aberrations for alleviation of related functional disorders. Chiropractic is a drug-free, non-surgical science and, as such, does not include pharmaceuticals or surgery. All NEW appointments are scheduled through the Chiropractic Clinic at (228) 376-3412. Hours of operation are 7a.m.-5 p.m. Monday-Thursday, 7a.m.-4 p.m. Friday and closed on non-training Fridays, weekends and holidays.

Coumadin Clinic: Located on the second floor, Room 2A216. The clinic sees all eligible beneficiaries with a referral. As a nurse-managed clinic, it provides education to patients who are taking anti-coagulation medications and monitors lab values. Clinic oversight is provided by a cardiologist. Hours of operation are 9 a.m. - 3 p.m. Mondays and Wednesdays, 7 a.m.-3 p.m. Tuesdays and Thursdays. Closed for lunch from 11:30 a.m.-12:30 p.m. Clinic is closed on Fridays. To contact, please call 376-3494

Customer Relations There are two methods to assist you. You may speak with the customer relations representative located in each outpatient clinic, ancillary service (such as pharmacy, radiology, laboratory) and inpatient units. You may also contact the

hospital customer relations director, 376-3092, located in room GF405 on the ground floor behind the outpatient clinic entrance lobby information desk.

Dental Clinic Located in building 0824, about two blocks west of the hospital. Priority is given to active duty. Retirees are eligible for stand-by dental care. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday. Emergency care is available after hours through the Emergency Room. Appointments: 376-0511.

Dermatology Clinic Located in the Medical Specialties Clinic (1F100) on the first floor. Referral only. However, established patients may be seen by contacting Dermatology for follow-up care. The clinic no longer offers MOHS surgery. We are only accepting active duty only at this time due to only having one dermatologist. Call 376-3501 or the appointment line, 1-800-700-8603.

Eligibility

Located on the first floor in room 1A222 in the TRICARE Services office. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays. Call the Eligibility officer at 376-4742.

ENT Clinic Located on the ground floor, near the outpatient clinic entrance. ENT is REFERRAL only for all new patients. Follow-up appointments (established visits) can be made by the clinic without referral. (228) 376-0418/376-0420. The clinic offers full otolaryngological services. Areas covered include otology, rhinology, facial plastic surgery, head and neck surgical oncology, and pediatric otolaryngology.

Emergency Services Department Located in the Back Bay Tower on the northeast corner of the hospital on the ground floor. It provides Level III emergency care. The telephone number is 376-0500. All patients are triaged and seen in order of the severity of their condition as determined by the triage nurse. Emergent/urgent patients will be seen first. All patients will be seen. Those with non-urgent concerns may experience prolonged wait times.

Family Health Clinic Located on the hospital's ground floor next to the clinic entrance. Clinic hours are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. on Friday. The contact number is 376-0440. The staff sees acute illnesses, handles personal health assessments and provides medication refills. A clinician from Mental Health is available, by appointment, Monday through Friday, for mental health issues. The FHC also has two disease management nurses for diabetes education and a case manager, available in the clinic. Nurses are available Monday-Friday to assist with same-day appointment requests for acute illnesses/injuries, or to answer questions. Appointments, medication refill requests, messages for your provider and access to the nurses can be accomplished by calling the appointment services line at 1-800-700-8603.

Flight Medicine Clinic Located on the ground floor inside the **Family Health Clinic**. We offer the full range of acute, routine and preventive medicine services to our empanelment. We also provide Occupational Medicine expertise to the 81st Training Wing. Hours of operation: 7 a.m.-4 p.m. Monday and Tuesday; 7 a.m.-12 p.m. Wednesday; 7 a.m.-4 p.m. Thursday (exception - "Warrior Training," second Thursday of every month - open 7 a.m.-12 p.m.); 7 a.m.-3 p.m. training Fridays; closed non-training Friday. Please call the central appointment line, 1-800-700-8603, to schedule an appointment. **Physical health assessments, initial flying class physicals and**

well-exams must be scheduled directly through the BASE OPERATIONAL MEDICAL CELL @ 376-2662.

Gastroenterology Clinic Located on the third Floor (3C301). The GI Clinic hours are 6:30 a.m.-4:30 p.m. Monday-Thursday and 6:30 a.m.-3:30 p.m. training Fridays. The clinic is closed on non-training Fridays and federal holidays. The GI Clinic is staffed with two gastroenterologists. Patients are seen on a referral basis for most gastrointestinal problems to include, but not limited to, acid reflux, inflammatory bowel diseases, constipation/diarrhea and pancreatitis. The clinic provides services including routine or diagnostic esophagogastroduodenoscopy (EGD), inpatient or outpatient; routine or diagnostic colonoscopies, capsule endoscopy (Pill Cams) of the small bowel, endoscopic retrograde cholangiopancreatography (ERCP) and PEG tube placement and paracentesis. Clinic front desk phone is 376-3835.

General Surgery Clinic: The General Surgery Clinic is located on the medical center's first floor (1G 200). The general and vascular surgeons provide full-time emergency surgical coverage offering a broad range of both inpatient and outpatient procedures. Services rendered include but not limited to: bariatric surgery, vascular surgery and venous insufficiency treatment. Keesler Medical Center also serves as the sponsoring institution for the General Surgery Residency Training Program. The clinic accepts surgical referrals and will refer patients to specialists when necessary. Certified wound and ostomy nursing care and breast health-care coordination are also available. Patient care hours are from 7:30 a.m.-4 p.m. Monday-Friday. The phone number is 376-0425/376-0565.

Hematology-Oncology Clinic is located on the first floor, 1G100. They are seeing new consults as well as patients previously followed in the clinic. Patients need a referral from their PCM. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday, 7 a.m.-4 p.m. Friday.

Immunization/Allergy Clinic The clinic is located in room GG126 on the ground floor. Provides all inoculations to active duty, retirees and dependents. Flu shots are administered seasonally to all patients. Allergy services including testing and shots are available at this time through a PCM referral. Allergy hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Immunization hours are 7 a.m.- 4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. The clinic closes at 11:30 a.m. the second Thursday of each month for team training. The front desk number is 376-3553.

Infectious Diseases Located within the Allergy Clinic (GG-100) on the ground floor. The Infectious Diseases Clinic accepts pediatric and adult patients on a referral basis only. Hours of operation: 7 a.m.-4:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday,

Internal Medicine Clinic Located on the hospital's first floor (1F300). We take care of patients above 65, and those below 65 if they have complex medical problems. Services available: joint injections, geriatric evaluation, case manager for home health referral, behavioral health as well as disease management. We have extended booking; you can make an appointment 6 months in advance, for patient-PCM continuity of care. Our providers have daily appointments for acute and urgent needs. T-Cons or secure messaging is available for non-urgent questions or medication refill. Telephone consult responses and medication refills within three business days. To make an appointment, you can send us a message via secure-messaging, call the appointment line, or face-to-face at our desk. Clinic contact number: 376-0577.

Appointment Line: 1-800-700-8603. Hours of operation: 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday.

Laboratory Located at the top of the escalators on the hospital's first floor, above the clinic entrance. Hours of operation: 7a.m.-5:30 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. Glucose Tolerance Tests and Semen Analysis must be scheduled by calling 376-4460. The Blood Donor Center is also open in the Arnold Annex. Anyone wishing to donate blood should call 376-6100.

Medical Genetics Center Located on the ground floor in room GG700. The Air Force Medical Genetics Center provides focused genetic services relating to patient care and counseling, provider education and comprehensive diagnostic cytogenetic and DNA laboratory evaluations. The center serves the TRICARE South Region as well as Department of Defense referral sites worldwide. Hours of operation are 7 a.m.-5 p.m. Monday-Thursday and 7 a.m.-4 p.m. Friday. For information regarding test availability, call 377-6727.

Medical Records Located in room 1A222 in the TRICARE Office. Original records must be maintained by the Keesler Hospital. You may request copies of your medical records; currently it takes approximately four-six weeks to process a request for copies. Request forms are available. Personnel who have permanently moved should go to their nearest medical treatment facility (MTF) medical records department and complete a DD Form 877 to transfer their records to their new facility. Send requests to:

81 MDG Records Release

301 Fisher St
Keesler AFB, MS, 39534
Phone: 376-4735 (DSN: 591) FAX: 228-376-0121

Hours of Operation:

Outpatient Records: 7 a.m.-5 p.m. Monday-Thursday, 7.a.m - 4 p.m. Fridays - 376-4744

Inpatient Records: 7 a.m.-5 p.m. Monday- 376-3144/376-4385

Mental Health Flight Elements, most located in the Arnold Medical Annex (behind Meadows Drive tennis courts)

Mental Health Clinic

Psychology, Psychiatry, Social Work
Telephone: 376-0385; DSN 591-0385.
Location: Arnold Medical Annex (building 5901), Room A08
Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

Mental Health professionals are available for individual counseling, medication management, psychoeducational groups (stress management, anger management, relaxation) and neuropsychological assessment.
Family members are seen on a space-available basis.

Triangle Mental Health Clinic:

Psychology, Psychiatry

Telephone: 377-7016; DSN 597-7016

Location: Bryan Hall, Room 217

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

Serving the Technical School student population through the delivery of behavioral health care services including individual counseling, group therapy (study skills/test anxiety, adjustment to the military, anxiety management, sleep hygiene), psychoeducation and psychological assessment and testing.

Family Advocacy Program:

Social Work, Nursing

Telephone: 376-3457; DSN 591-3457

Location: Arnold Medical Annex (building 5901)

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

The program is focused on improving the relationships of the families at Keesler AFB. It consists of four components --Prevention, Outreach, Treatment, and Victim Advocacy. **New Parent Support Program** is a prevention program for expectant mothers and/or families with children under the age of 3 offered primarily through home visitation services. **Family Advocacy Strength-Based Treatment** is a voluntary prevention program for families experiencing high levels of stress. **Outreach** services are offered through various classes in parenting, relationship enhancement, anger management and the Keesler Playgroup. **Treatment** services are offered for individuals, couples and families who are or have experienced maltreatment. **Victim Advocacy** is a program which offers victims of domestic violence supportive services 24 hours, seven days a week. Staff members are always available to present special request classes and to speak at commanders' calls.

Alcohol and Drug Abuse Prevention and Treatment Program:

Substance Abuse Counseling

Telephone: 376-0385; DSN 591-0385

Location: Arnold Medical Annex (building 5901)

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. Friday

In an effort to promote the readiness, health and wellness of our most important resource—people—ADAPT provides comprehensive services to individuals, in coordination with their commands, who are experiencing problems attributed to substance abuse or misuse. ADAPT serves active duty by offering assessment, intervention education, prevention/outreach and rehabilitative services. ADAPT also offers DoD employees one-time assessments and will offer referral resources if further care is required or requested. Information and referral resources will be offered to dependents and retirees.

Drug Demand Reduction (DDR):

Telephone: 377-9221; DSN 597-9221

Location: Locker House (building 3101), Room 5711

Hours of Operation: 7 a.m.-5 p.m. Monday-Thursday; 7 a.m.-4 p.m. training Fridays; closed non-training Fridays

DDR offers prevention materials, briefings and presentations to spouse organizations, schools, community groups, etc., to educate children, parents and community leaders on the dangers of drug use in our homes, schools and communities.